

JOB OPPORTUNITY

Nov. 15 – Nov. 29, 2004

Posting Date

MASSACHUSETTS TRIAL COURT

Job Description and Qualifications

for

Field Support Technician – Information Technology Department

All Applications must be received by: November 29, 2004

POSITION SUMMARY:

As a staff member of the Information Technology Department of the Administrative Office of the Trial Court, the Field Support Technician has the responsibility for providing on-site technical support to judges, court staff, and others in resolving user problems or issues. The Field Support Technician maintains, analyzes, troubleshoots, and repairs computer systems, hardware, software, and computer peripherals. She/he also documents, maintains, upgrades, or replaces hardware and software systems and assists in asset management.

MAJOR DUTIES:

Installs, configures and upgrades operating systems and software, using standard business and administrative packages; may modify specific applications for use in operational departments.

Installs, assembles and configures computers, monitors, network infrastructure and peripherals such as printers, scanners and related hardware; pulls cables and rewires or directs the rewiring of cables as required for new installations and office reconfiguration.

Troubleshoots problems with computer systems, including troubleshooting hardware and software, e-mail, network and peripheral equipment problems; makes repairs and corrections where required.

Acts as a technical resource in assisting users to resolve problems with equipment and data; staffs a centralized help desk to facilitate exchange of information and advice; implements solutions or notifies outsource providers as required.

Makes hardware and software acquisition recommendations including helping users assess needs and providing justification for equipment and services.

Assists in instructing Trial Court personnel in the use of standard business and administrative software, including word processing, spreadsheets and database management; provides instruction or written documentation where required.

Assists with the planning, design, research and acquisition of new or upgraded hardware and software systems; maintains current knowledge of hardware, software and network technology and recommends modifications as necessary.

Works with the Fiscal department to assist in effective Information Technology asset management.

Performs other duties of a similar nature or level.

SUPERVISION RECEIVED:

Reports to the Director of the Information Technology Department or that person's designee and receives general direction in performing duties in accordance with established guidelines.

SUPERVISION EXERCISED:

May supervise other Field Support Technicians and/or contracted service providers.

POSITION REQUIREMENTS:

Education and Experience:

Equivalent to completion of two years of college-level coursework in computer science, information technology or a related field and two years of general computer installation, maintenance and repair experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed above.

Licenses:

Must possess and maintain a valid Massachusetts's class C driver's license and a satisfactory driving record.

Physical Requirements and Working Conditions:

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, stamina to maintain attention to detail despite interruptions, strength to lift and carry objects weighing up to 40 pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Knowledge of:

Computer hardware, software and peripherals such as central processing units, servers, monitors, cables, network systems, printers, and modems;
Procedures for installing, configuring, upgrading, troubleshooting and repairing applicable software, hardware and peripherals;
Principles, practices, hardware and software related to the establishment and maintenance of LAN's and WAN's; and
Techniques for explaining technical concepts and procedures to non-technical users.

Skill in:

Installing, configuring and upgrading operating systems and software, using primarily standard financial, business and administrative application practices;
Installing, configuring, assembling and repairing computers, monitors, network infrastructure and peripherals such as printers and related hardware;
Troubleshooting and solving hardware and software problems;
Instructing users on new or upgraded computer applications and hardware;
Using initiative and independent judgment within established guidelines and procedures; imaging software such as Ghost.
Organizing own work, setting priorities and meeting critical time deadlines; and
Communicating effectively with co-workers, subordinates, superiors, the general public, representatives of public and private organizations and others sufficient to exchange or convey information.

SALARY RANGE: \$46,559.73 - \$59,257.87

Level 17

Send completed Trial Court Application for Employment to:

Director, Information Technology Department
Administrative Office of the Trial Court
2 Center Plaza, 9th floor
Boston, MA 02108
Attn: Field Support Technician

Applications for Employment are available at all court locations and at the Administrative Office.

AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER